



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of Brown et al. Serial No.: 10/015,380 Confirmation Number: 2840 Filed: 12/12/2001 Title: Managing Caller Profiles Across Multiple Hold Queues According to Authenticated Caller Identifiers Atty Docket: AUS920010824US1	: Before the Examiner: : MD Elahee : Group Art Unit: 2614  : IBM Corporation (AP) : c/o Amy J. Pattillo : P.O. Box 161327 : Austin, Texas 78716
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**AMENDMENT AFTER ALLOWANCE UNDER 37 CFR 1.312**  
**AND INTERVIEW SUMMARY**

Commissioner of Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Applicants submit this amendment after allowance under 37 CFR 1.312, filed before or with the payment of the issue fee, and respectfully request entry of the amendment and timely issue of the application.

Applicants respectfully request a correction of formal matters in the numbered listing of the allowed claims on the notice of allowability, which should include claims 1-12 and 17-20. In a telephone interview on May 15, 2006, between Applicants' representative and Examiner Elahee, Applicants' representative noted an error in the listing of the allowed claims and requested that Examiner Elahee correct the listing of the allowed claims. In particular, the listing of the allowed claims in the "Notice of Allowability form" (PTOL-37) included with the issue fee dated April 4, 2006, lists the allowed claims as "10-12 and 17-20." Applicants asserted during the interview that the allowed claims should also include claims 1-9, since these claims were still pending at the time of issuance of the notice of allowance in the reasons for allowance, on page 2, the Examiner clearly states that "claims 1-12 and 17-20 are allowed." The Examiner stated that the "Notice of Allowability" form includes a typographical error and that the allowed claims are in fact claims 1-12 and 17-20. In addition, the Examiner stated that

internal PTO documents list the allowed claims as claims 1-12 and 17-20. Applicants' representative requested that the Examiner issue a supplemental notice of allowability indicating the correction to the error in the statement of allowed claims. In an interview summary written by the Examiner and dated May 30, 2006, the Examiner summarizes the substance of the interview as "Examiner informed the applicant's representative that the examiner made a typographical error in listing the claims for allowed claims which is 1-10 and 17-20 instead of 10-12 and 17-20 in box no. "2" of "Notice of Allowability" form PTOL-37." In this summary, the Examiner again incorrectly lists the claims which are allowed – the Examiner states that claims "1-10 and 17-20" are allowed, but in fact, claims "1-12 and 17-20" were pending in the application at the time of allowance and the statement of the reasons for allowance and the Examiner's actual statement during the telephone interview indicates that all of these pending claims, claims "1-12 and 17-20" should be allowed.

Applicants contacted Examiner Elahee again via telephone on June 26, 2006 and requested that the Examiner issue a Supplemental Notice of Allowability correcting the previous Notice of Allowability and interview summary. The Examiner contacted Applicants' representative on June 27, 2006 and stated that he would issue an additional interview summary correcting the error in the interview summary dated May 30, 2006 and that the correctly numbered claims are claims 1-12 and 17-20. Applicants' representative requested that the Examiner issue a Supplemental Notice of Allowability to correct the error and the Examiner declined the request.


On June 27, 2006, Applicants' representative contacted Supervisory Examiner Tsang via telephone and requested that Examiner Tsang review the allowed application and issue a Supplemental Notice of Allowance correcting the numbering of claims. Examiner Tsang indicated that he would review the allowed application and that a Supplemental Notice of Allowance would be issued with the proper numbering of the claims.

As of July 3, 2006, Applicants have not received an additional interview summary from Examiner Elahee correcting the first interview summary dated May 30, 2006. In addition, as of July 3, 2006, Applicants have not received a Supplemental Notice of Allowance with a corrected listing of the allowed claims. Therefore, Applicants

respectfully request issuance of a Supplemental Notice of Allowance to correct the formal matter as to the proper numbering of allowed claims 1-12 and 17-20.

In conclusion, Applicants respectfully request correction of the error in the listing of the allowed claims under 37 CFR 1.312 and timely issuance of the pending application with allowed claims 1-12 and 17-20. No additional fee is believed to be necessary; however, in the event that any additional fee is required, please charge it to IBM Corporation Deposit Account No. 09-0447.

Respectfully submitted,

 on 7/2/2002

Amy J. Pattillo  
Attorney for Applicants  
Reg. No 46,983  
P.O. Box 161327  
Austin, Texas 78716  
vox (512) 402-9820  
fax (512) 306-0417

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**TRANSMITTAL  
FORM**

(to be used for all correspondence after initial filing)

Total Number of Pages in This Submission

Application Number 10/015,380

Filing Date 12/12/2001

First Named Inventor Brown et al.

Art Unit 2614

Examiner Name MD S Elshee

Attorney Docket Number AUS920010824US1

**ENCLOSURES (Check all that apply)**

<input type="checkbox"/> Fee Transmittal Form <input type="checkbox"/> Fee Attached <input type="checkbox"/> Amendment/Reply <input type="checkbox"/> After Final <input type="checkbox"/> Affidavits/declaration(s) <input type="checkbox"/> Extension of Time Request <input type="checkbox"/> Express Abandonment Request <input type="checkbox"/> Information Disclosure Statement  <input type="checkbox"/> Certified Copy of Priority Document(s) <input type="checkbox"/> Reply to Missing Parts/ Incomplete Application <input type="checkbox"/> Reply to Missing Parts under 37 CFR 1.52 or 1.53	<input type="checkbox"/> Drawing(s) <input type="checkbox"/> Licensing-related Papers  <input type="checkbox"/> Petition <input type="checkbox"/> Petition to Convert to a Provisional Application <input type="checkbox"/> Power of Attorney, Revocation Change of Correspondence Address <input type="checkbox"/> Terminal Disclaimer <input type="checkbox"/> Request for Refund <input type="checkbox"/> CD, Number of CD(s) _____ <input type="checkbox"/> Landscape Table on CD	<input checked="" type="checkbox"/> After Allowance Communication to TC  <input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences  <input type="checkbox"/> Appeal Communication to TC (Appeal Notice, Brief, Reply Brief)  <input type="checkbox"/> Proprietary Information  <input type="checkbox"/> Status Letter  <input type="checkbox"/> Other Enclosure(s) (please identify below):
<b>Remarks</b> The Commissioner is authorized to charge payment of any necessary fees or credit any overpayments to deposit account 09-0447		

**SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT**

Firm Name	Amy J. Pattillo		
Signature			
Printed name	Amy J. Pattillo		
Date	7/2/2006	Reg. No.	46,983

**CERTIFICATE OF TRANSMISSION/MAILING**

I hereby certify that this correspondence is being facsimile transmitted to the USPTO or deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on the date shown below:

Signature			
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This collection of information is required by 37 CFR 1.5. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.11 and 1.14. This collection is estimated to 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

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